

## What other services are offered onsite at PATH?

### • Child Protective and Family Support Services

Location: Fifth Floor—Administration for Children's Services (ACS) office

Days and Hours: Seven days a week from 8 AM to 12 PM.

### • Domestic Violence Assistance

Location: Sixth Floor—Human Resources Administration (HRA)'s No Violence Again (NoVA) office

Days and Hours: Monday—Friday from 8 AM to 10 PM. and Saturday and Sunday from 8 AM to 5 PM. (Confidentiality will be protected.)

### • Medical Assistance

Location: First Floor—The Floating Hospital

Days and Hours: Seven days a week from 8 AM to 12 AM. (If you or a member of your family is pregnant, or has a current and significant medical condition, you will be sent to the clinic. If you are feeling sick, you can see Medical staff at any time.)

### • School-Related Supports

Location: Second Floor—Department of Education (DOE) office

Days and Hours: School days only from 7 AM to 3 PM.

## What services are available to help me avoid homelessness?

- DHS operates an extensive network of community-based homelessness prevention services. You do not have to come to PATH to receive these services.
- For further information on DHS homelessness prevention services, call 311 or the DHS Prevention Helpline at 212-607-6200.
- Homebase is a DHS homelessness prevention program that helps families find suitable alternatives to emergency shelter. Homebase services are available to all families at risk of entering shelter and are located in neighborhoods throughout the five boroughs of New York City.
- The Homelessness Prevention Law Project is a DHS homelessness prevention program that provides free legal advice to families and individuals who are at risk of eviction. The Law Project offices are also located in neighborhoods across New York City.

If you have any questions, please speak to a supervisor at the reception kiosk on the lower level at any time.

**For more information: [www.nyc.gov](http://www.nyc.gov) or call 311**

**33 Beaver Street  
New York, NY 10004**



NYC Department of Homeless Services  
*Learn More About Prevention and  
Temporary Housing*



# **PATH** is a prevention assistance and intake center for **families with children**

**who are experiencing immediate housing crises.** Shelter is a temporary emergency option for families with no other housing available to them.

## **Who may apply at PATH for services?**

- Families with children younger than 21 years of age
- Pregnant women
- Families with a pregnant woman

## **When and where can my family apply?**

- Those families with no other housing available to them can apply for services at PATH, located in the Bronx at 151 East 151st Street. For inquiries, please call 311.
- PATH is open 24 hours a day, including weekends and holidays.
- PATH processes applications during business hours (9 AM to 5 PM). Families who apply after 5 PM may be assigned a temporary shelter placement for the night and transported back to PATH the next morning to complete their application.
- All family members seeking shelter must be present for the application process.
- All family members applying for services must present ID. If your family is unable to produce proper ID, DHS will make reasonable efforts to assist you.

## **What should I expect while I am at PATH?**

- At PATH, you be interviewed about your living situation and will be directed to services that may help your family avoid shelter altogether—including family mediation, anti-eviction legal services, out-of-City relocation assistance, Family Eviction Prevention Supplement (FEPS), or a one-shot deal through HRA.

- If it is determined that your family might be in need of more immediate assistance, you will be interviewed by staff to find out whether your family is eligible for shelter. You may be assigned to a temporary shelter placement while DHS investigates whether you have any alternatives to shelter.

## **What is a temporary conditional placement?**

- After you are interviewed, you may receive a temporary conditional placement for up to 10 days at a shelter while DHS determines your eligibility. If this is the case, DHS will transport you to your temporary placement or provide your family with a MetroCard to travel there. If you have concerns about your placement after you arrive, inform the shelter staff and seek their assistance.

## **How will DHS determine if I am eligible for shelter?**

- As part of your application, DHS will investigate your housing history to determine whether housing is available to you or your family. It is your responsibility to cooperate in the investigation by providing requested information and documents and returning for all scheduled appointments.

## **What happens if we are found eligible for shelter?**

- If you are found eligible for shelter, you will most likely remain in the same shelter placement. You should also be aware that once in shelter, you will have certain responsibilities that you must meet.
- You and your caseworker will develop an Independent Living Plan (ILP) to transition back to housing in the community. Your ILP is a detailed plan outlining the steps your family will exit shelter as soon as possible.

## **What if we are found ineligible for shelter and think the decision is wrong?**

- You have a right to a legal conference at PATH if you disagree with your eligibility decision. Conferences are scheduled to occur at 9 AM the day after you receive your ineligibility notice. You may bring a lawyer or other representative, such as a friend or relative, with you to the conference.

- At the legal conference, you may present additional information or documentation to support your application for shelter. In addition, you have 60 days after you are determined to be ineligible to request a Fair Hearing from New York State. To request a Fair Hearing, you can call 800-205-0110 or 800-342-3334. (Please have the ineligibility notice with you when you call.)

- You can also send your request for a Fair Hearing via fax to 518-473-6735, or go in person to the New York State Office of Temporary and Disability Assistance (OTDA) at 14 Boerum Place, Ground Floor, Brooklyn, New York.

- You can reapply at PATH whenever you have a housing emergency. If you do not demonstrate an immediate need for shelter, however, you will not receive shelter during the review of your reapplication.

## **Is there any help for my family if we are found ineligible?**

- If you are found ineligible for shelter, the Resource Room at PATH can work with you to help you return to the community. The Resource Room is staffed by professional social workers who offer a variety of services to meet your individual needs, including:
  - housing counseling
  - employment referrals
  - benefits advocacy
  - relocation services
  - family mediation
  - crisis counseling
- The Resource Room is located on the fifth floor at PATH and is open seven days a week from 9 AM to 10 PM. You can visit the Resource Room at any time while seeking services through PATH.

## **How can the Office of the Ombudsman help me?**

- The Office of the Ombudsman can help you understand the services available to you at PATH and in the community. Constituent Services Representatives can also address any concerns, questions, or complaints you may have during the course of your application for services or shelter stay. Representatives are available Monday—Friday from 9 AM to 5 PM by calling the toll-free hotline at 800-994-6494 or by emailing [Ombudsman@dhs.nyc.gov](mailto:Ombudsman@dhs.nyc.gov).